

GLF Schools – Job Description

Job Title	School Support Manager	Job Reference	
Location	Flexible – GLF Trust Office combined with remote working	Travel Required	Some travel required to attend meetings as needed (own car required)
Core purpose			
<ul style="list-style-type: none"> To deliver effective and highly responsive Business & Operations guidance to school administration teams across all GLF Schools. To support GLF Operations Director with the planning and delivery of business operations support to schools and proactively identify opportunities for increased income generation and process efficiencies. Accountable to GLF Operations Director. 			
Main Duties – Core Business Support offered to all GLF Schools			
<p>Plan, execute and deliver the following core business support to all GLF schools effectively, in a highly responsive manner and in compliance with statutory and non-statutory guidance.</p> <ul style="list-style-type: none"> Business Support Service Desk - provide first line support to school office teams via the Business & Operations Service Desk, ensuring a highly responsive, informative and positive user experience to school teams. Common office queries include (but is not limited to) attendance, admissions, school communications, use of MIS, website compliance, census, FSM/PP, pupil data, trips, etc. Support is delivered to schools typically by email, online chats, video calls or in-person meetings as needed. <ul style="list-style-type: none"> Handle initial user contact from school teams to quickly resolve/address queries. For more complex queries, liaise with and/or signpost school teams to appropriate Trust Functional Leads. Monitor and evaluate service desk queries to detect recurring issues and uncover potential service gaps. Business Operations Bulletin <ul style="list-style-type: none"> Produce a monthly Business Support newsletter to ensure school administration teams are given timely information to operate efficiently. Track and maintain database of key office contacts across all schools. Business & Operations CPD Offer <ul style="list-style-type: none"> Plan, establish and coordinate the annual CPD offer for school office teams, working closely with the Trust CPD Team. Deliver training on school administrative processes, as needed. Develop training materials and resources, as needed. Maintain Business & Operations training library. Standard Operating Procedures <ul style="list-style-type: none"> Maintain, update and develop guidance notes (Standard Operating Procedures or SOPs) and template resources on all areas of school business operations. Coordinate input and guidance from specialist teams to update SOPs on Sharepoint as needed. Maintain FAQs/Knowledge Bank of frequent queries from school office teams to further develop self-service portals, knowledge management systems. Promote/drive compliance and efficiency in school office processes by growing the centralised bank of best-practice guides and resources that school staff can quickly access. 			

Main duties – Bespoke one-on-one Business Support offered to specific schools, as required
Where needed, provide tailored, additional guidance to specific schools as required. This could involve intensive training, review of office structure and/or specific office process areas to improve compliance, efficiency or adoption of best practice.
Main duties - School business process expertise
<p>School Business Process Expertise</p> <ul style="list-style-type: none"> • Proactively develop, maintain, and enhance school office processes and procedures on a wide variety of topics. • Actively monitor and track statutory and non-statutory guidance from DfE, GLF Trust and other regulatory agencies. • Audit, monitor and track compliance of school & trust procedures with GLF policies and/or statutory guidance, as needed. • Take initiative and proactively develop guidance, best practice advice and procedural documentation as needed and in line with evolving education landscape.
Main duties – Business analysis and Strategic project management
<ul style="list-style-type: none"> • Undertake strategic business and system analysis to identify opportunities for increased income generation or process efficiencies. Examples include spend analysis, utilisation metrics, functionality analysis, etc. • Lead and manage strategic projects, as required, on behalf of a school, multiple schools or Trust.
Other duties
<ul style="list-style-type: none"> • Keep abreast of government and GLF policies and guidance that will be applicable to operations in schools. • Work closely with Trust teams to ensure joined up support for schools. • To work closely with Business & Operations Team and GLF School Support Team to inform, advise and provide guidance to school and Trust colleagues. • Any other duties commensurate to the post.
Safeguarding
GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under-represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.